RepairInsights

FOR INDEPENDENT BODY SHOPS

ACDelco | Genuine GM Parts

April–June 2010

PAGE 10

THREE WEEK CHEVELLE MARATHON

See Work in Progress.

'70 Chevelle SS

Goes from Base Stock Car with Original Sheet Metal to 430 Horse Show Car.

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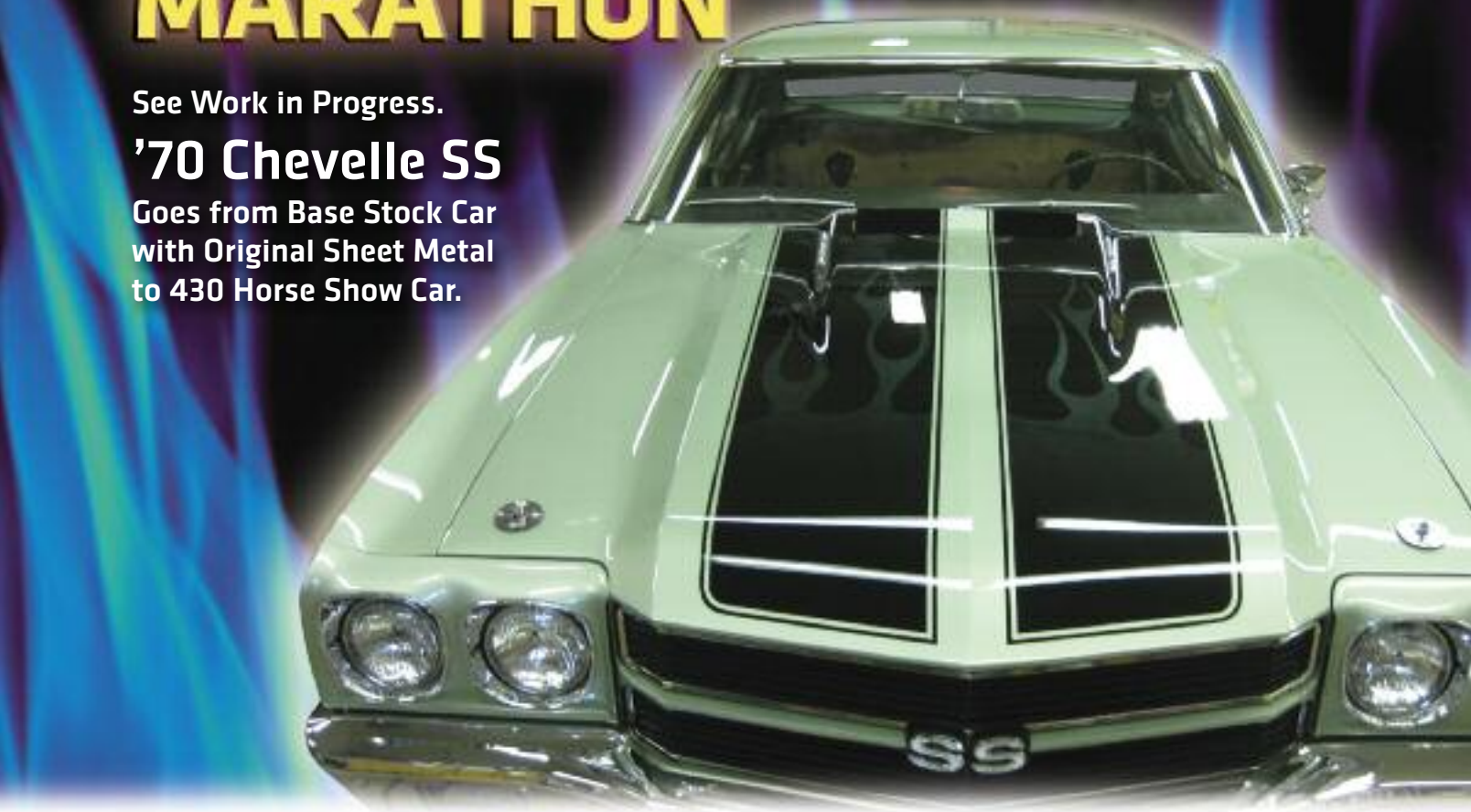
- > SCRS views non-OE parts
- > Program offers head to head pricing on over 2,500 collision parts
- > Fast-Cash Rebate Program continued, expanded
- > It's almost time to Volt
- > Chevy Suburban celebrates 75



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Genuine GM | Parts

Bump The Competition

We will meet or beat aftermarket pricing on over 2,500 popular Genuine GM Collision Parts.
Your customers deserve OE Parts and when it doesn't cost them or you any extra, it's an easy choice!

Original Equipment Quality

Why use aftermarket parts when OE Parts are available for the same cost?

CONTACT YOUR GM DEALER

GM RepairInsights Online

More Genuine GM Parts resources and links.

Download this issue of GM RepairInsights and past issues of Movin' Parts magazine.

www.gmrepairinsights.com

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Product Update

FIGHTIN' WORDS

Michigan Collision Repairer Won't Go 'Aftermarket' on Glass Without A Fight

Mike Herriman is a literal kind of guy. The owner of Vern's Collision and Glass takes the wording of insurance contracts that promise to repair a vehicle with like-quality parts at their word. And when he's handed a repair job he believes it's his job to do it all, up to and including any glass work. And because of his GM-heavy clientele, the one brand he sees a lot is the GM-branded OE Windshield. His devotion to GM-branded auto glass grows out of a broader commitment to OE parts in general and Genuine GM Parts in particular. Over 38 years in business, his Flint, Mich., shop has crafted a reputation as the local body shop that insists on OE parts. Herriman says it's a trademark that has won him a lot of repeat and new referral business.

"Customers come here because they know our focus is on looking for the best method possible for getting a car back in shape, not the cheapest or what we can get away with doing," he says. "And while other shops may be losing business, ours has grown, in part because we offer OE parts. With more people hanging on to their vehicles longer these days, many are wanting to make sure that any repairs are done the best way possible." It's a stance that can put him at odds with insurers, but one that he'll gladly assume when the customer insists on OE glass. Give him half an opening – a GM job where the customer wants OE but the insurer specifies cheaper non-OE – and Herriman will bring both products in and stage a side-by-side comparison for the adjuster.

"Once they see that aftermarket glass isn't of the same quality, their jaws drop and they switch and agree to pay a little more for the OE product," Herriman says.

"To be able to see the difference and document it, the insurance company realizes they could be in technical violation of their contract with the customer to pay for like-quality repair parts. Much of the difference is clear. Non-OE glass can be thinner and lighter, its shape, curvature and contour doesn't match up, moldings are more frequently twisted and the glass may have visible view-distorting wave patterns," Herriman explained.

But what can't always be seen are the safety and performance implications of windshields that aren't expressly made for the vehicle, Herriman says. Many defects and quality gaps that have to be accommodated to make a non-OE windshield work are more than cosmetic; they can render the glass incapable of playing a windshield's important role in limiting crushing cave-ins in the event of a crash. For example, non-OE windshields may need more urethane than recommended to seal gaps caused by improper fit, Herriman says. "Bonded glass is part of structural integrity of a vehicle," he says. "Just like the unibody and the frame, it helps determine how it performs in a crash."

Herriman believes that all of those qualities are in every windshield that bears the new GM logo. "Shops wanting to establish a standard of unsurpassed quality should definitely consider OE for every windshield job," he concluded.

Recent Demonstrations Call Safety of Some Non-OE Parts Into Question

There's more evidence that some non-OE collision parts are inferior to OE parts.

In late 2009, SCRS National Director and Education Committee member, Toby Chess, performed presentations outlining comparative studies he had conducted between randomly selected OEM and Aftermarket Structural Replacement parts.

The parts reviewed included items such as Front and Rear Bumper Reinforcement Beams, Radiator Core Supports, Bumper Brackets and Bumper Energy Absorbers. In every example tested, there were significant differences in both the construction of, and materials used, in the aftermarket replacement part which can significantly impact the roles that these parts serve in the transfer of energy resulting from a collision.

Each of these parts also directly relates to the functionality and response of the vehicle Safety Restraint System (SRS), and could have a resulting affect on how the airbag functions in the event of a loss.

To view the complete story, log on to **www.scrs.com** and click on the "Press Releases" link on the left side of the page.

Save With Competitive GM Pricing Program – OE Collision Parts Up To 33% Off Aftermarket List

Bump The Competition has given GM Dealers the opportunity to compete head-to-head with aftermarket suppliers. Independent Body Shops (IBSs) can now order Genuine GM Parts priced as low as 33 percent off aftermarket or salvage list price. Now, over 2,500 collision parts can be purchased at Bump The Competition savings.

IBSs simply send a complete repair estimate to their dealer, who then checks to see if aftermarket parts can be matched with Genuine GM Parts at a competitive price. If they can, repairers have a clear choice of an OE part at a price at or near that of an aftermarket one.

Bump The Competition*	
Lighting	Over 330 part #s
Wheels	Over 290 part #s
Fascias	Over 280 part #s
Bars	Over 100 part #s
Fenders	Over 100 part #s
Mirrors	Over 90 part #s
Grilles	Over 80 part #s
Supports, Brackets & Braces	Over 70 part #s
Windows, Moldings & Doors	Over 50 part #s
Hoods	Over 45 part #s

**Contact your GM Dealer for additional parts information.*

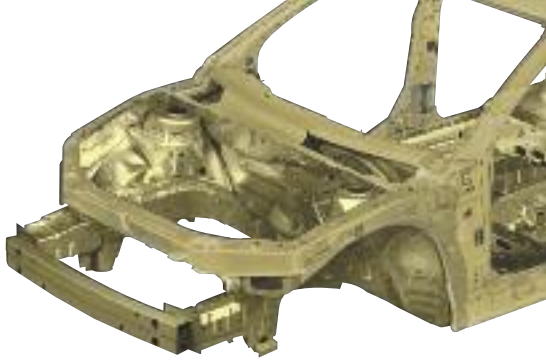
Since its unveiling in 2004, the list of Genuine GM Parts eligible for competitive price matching through GM Dealers continues to expand.

"The program is soup to nuts, incorporating fascias, wheels, radiators, condensers and all manner of high volume collision parts," says Amy Buzan, a GM Parts wholesale dealer channel analyst. "We continue to enhance the program and add more parts as we see opportunities to help repairers secure superior parts for their customers."

"Shops get a better product that they can install more quickly and virtually without any chance of a return," Buzan says.

Taking advantage of Bump The Competition has never been easier. The program is now fully integrated with CollisionLink digital parts ordering platform that is becoming standard in the industry. As the number of parts included in the program grows, so does the number of participating GM Dealers. With participation open to virtually all in the dealer network, there's a near certainty that your GM Dealer can supply you with the parts you need at the price you demand.

Peace of mind for your customer and Visa® Gift Card rebates for you when you choose Genuine GM Parts.



Select Structural Components Now Qualify for GM Parts Fast-Cash Rebates!

$20 *Rebates on*
- Bumpers
- Energy Absorbers
- Bumper Reinforcement Bars
- Radiator Core Supports

$40 *Rebates on*
- Hoods

$20 *Rebates on*
- Fascias
- Headlamp Assemblies
- Tail Lamp Assemblies

Earn Visa® Gift Card Rebates when you convert select aftermarket parts to Genuine GM Parts

Get started today . . . this program ends June 30, 2010!

Go to www.gmpartsfastcash.com or call 1-877-348-1822 for assistance.

To request a rebate, here's all you need to do:

1. Go to **www.gmpartsfastcash.com . . .** if you're a first-time visitor, register as a new user. If you've already registered, login to gain access to the website.
2. Follow the rebate submission steps .
3. Mail the printed online claim confirmation page with copies of the dealer invoice and your repair order and/or a copy of the estimate* to: GM Collision Parts Fast-Cash, 2604 NE Industrial Dr. #230, N. Kansas City, MO 64117.
4. Submit a claim for each unique invoice for qualifying GM Collision Parts.

Genuine GM | Parts

***GM Dealers only need to submit their printed confirmation pages and copy of estimates.**

Automotive Service & Repair Week Gets Its Own Spotlight

The days of automotive service and repair professionals getting lost in the shuffle of the annual Automotive Aftermarket Industry Week (AAIW) events in Las Vegas are ending.

This year, the International Autobody Congress & Exposition (NACE) and the Congress of Automotive Repair & Service (CARS) events, which comprise Automotive Service & Repair Week (ASRW), will be staged in October at the Mandalay Bay Convention Center.

For the last three years ASRW has been staged under the broader aftermarket parts and service industry umbrella of AAIW, held each November. This year, collision repair and automotive service professionals only will gather Oct. 11-13 (Monday-Wednesday) for traditional educational sessions and product- and service-vendor expositions. ASRW also incorporates Auto Glass Week, dedicated to the automotive glass professional.

ASRW sponsor Automotive Service Association (ASA) says moving CARS and NACE to its own time slot will ultimately serve the industry better. ASA President Ron Pyle says a stand-alone ASRW will allow for more focus on matters of interest to service professionals and will appeal to a broader cross-section of the automotive repair industry.

"We're pleased that our plans to produce a dedicated event for all automotive service and repair professionals, regardless of industry affiliation, business model, specialty or discipline, have finally come to fruition," he says. "Our mission is to make ASRW the only destination necessary to address the needs of the professional service and repair community."

Genuine GM | Parts

Look for the Genuine GM Parts Exhibit at NACE

Oct. 11-13

at the Mandalay Bay Convention Center, Las Vegas

naceexpo.com

The Technical Side

It's almost time to Volt.

Chevy on the verge of introducing new propulsion technology.

Chevrolet is banking on tens of thousands of customers casting their vote later this year in favor of the new Chevrolet Volt, the first Extended Range Electric Vehicle (E-REV) to be produced on a commercial scale.

It promises to be a big deal for GM, one that will vault the carmaker to the head of the class in the commercialization of green vehicle technology. Unlike hybrid electric vehicles that use gasoline and electrical systems, the E-REV Volt is powered solely by an electric motor. Its lithium-ion battery, designed to be recharged via a plug-in to the electrical grid or an on-board generator, powers the motor under all speeds and power levels for up to 40 miles.

After that, its gas-powered, range-extending generator automatically kicks in to provide electrical power. So Volt can go for several hundred additional miles, until you can plug it in or fill it up again.

Indeed, with the Volt, the battery is its main power source. The key to the technology is the sizing of the vehicle, battery and propulsion system so that vehicle operation is not dependent on the engine. In a hybrid, the engine is usually the larger of the two propulsion sources. It all adds up to a vehicle that takes energy savings and environmental friendliness to a new level – without a performance compromise.

Volt Links . . .

www.chevroletvolt.com
Go to the Chevy Volt Web site for the latest news.

www.chevroletvoltage.com
A way to connect with other electric vehicle enthusiasts.

www.facebook.com/chevroletvolt
With Facebook, you can join a community of Volt fans.

The 2010 75th Anniversary Diamond Edition Chevy Suburban

As the first vehicle in the industry to achieve 75 years in production, the 2010 75th Anniversary Diamond Edition Chevy Suburban will go on sale early this summer and is limited to 2,570 units.

It is distinguished by a White Diamond Tricoat exterior color and Cashmere interior, along with unique 20-inch chrome-clad wheels and new roof rack rails. Special badging adorns the C-pillar sail panel and steering wheel center cap, while "Diamond Edition" lettering is used on the sill plates and is embroidered on the front headrests.

The anniversary models are equipped with LTZ content and are offered in 1500 2WD or 4WD configurations.

The Technical Side (cont'd.)

The content of the 75th Anniversary Diamond Edition Suburban is unique, but it's built on a foundation of strength and capability that has propelled the brand for more than seven decades.

Available Powertrains

A Vortec 5.3L FlexFuel engine and fuel-saving six-speed automatic transmission are standard in Suburban half-ton models, enabling a maximum towing capacity of 8,100 pounds (2,674 kg). Suburban 2500 models offer a 6.0L/six-speed powertrain combination and a maximum towing rating of 9,600 pounds (4,354 kg). Also available is the Vortec 6.0L V-8 with variable valve timing and E85 FlexFuel capability (2500 models). E85 comprises 85 percent ethanol and 15 percent gasoline, reduces greenhouse gas and smog-forming emissions, is domestically produced and helps reduce dependence on petroleum.

Vortec 6.0L V-8 for the 2010 Chevy Suburban

1935 Chevrolet Suburban

Repair Procedure for the Rear Rail End Replacement

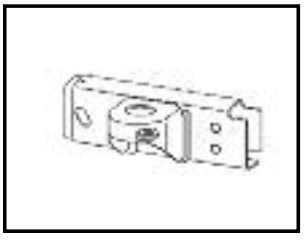
Even though the 2010 Chevy Suburban is a new vehicle, extensive service and repair information resources are a click away at **www.gmtechinfo.com** – *Electronic Service Information.* Technicians and shop owners can log on to the site to gain access to subscription services for service procedures and repair manuals. A complete Service Manual is accessible 24/7 through a subscription to the site. Free collision repair procedures will soon be available by going to **www.genuinegmparts.com** and clicking on *GM Technical Repair Information.*

This example **Rear Rail End Replacement** for the 2010 Chevy Suburban is just one of many found in the Service Repair Manual. By following the proper repair procedures, technicians can ensure that each vehicle maintains its solid performance and uncompromised safety features for the life of the vehicle.

Rear Rail End Replacement

Removal Procedure

The service assembly for the left and the right rear frame rails is pre-sleeved, mild steel, hydroformed parts. The assembly includes the body support mounting bracket, a trailer hitch and rear bumper mounting holes.



Note: *The position of the rear cross-member (1) varies upon the wheel-base of the vehicle. This procedure applies to all vehicles.*

Warning: *Refer to Approved Equipment for Collision Repair Warning in the Preface section. Warning: Refer to Collision Sectioning Warning in the Preface section.*

1 Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection.*

2 Remove all of the related panels and components. Repair as much of the damage as possible to factory specifications.

3 Locate the sectioning location by measuring 13 mm forward from the shipping slot (1) or 330 mm forward of the frame rail end. Scribe a line around the rail.

4 Using a cut-off wheel or equivalent, remove the weld which attaches the rear crossmember to the damaged frame rail.

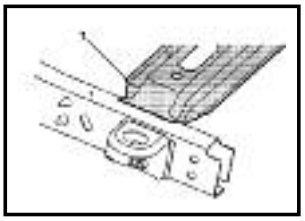
5 Move the cross-member clear of the damaged frame rail.

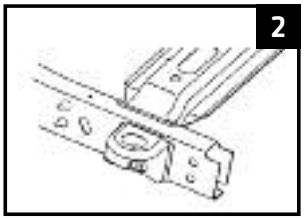
Note: *Align the edge of the masking tape with the sectioning location.*

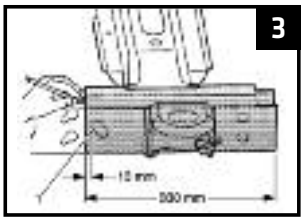
6 Apply masking tape next to the sectioning location and around the frame as shown.

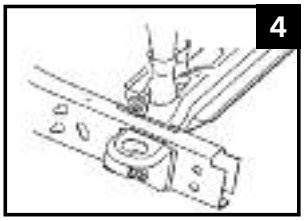
7 Cut the damaged frame rail along the sectioning location using a reciprocating saw or equivalent, as shown.

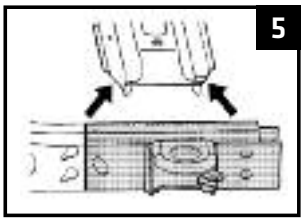
8 Remove the damaged frame section.

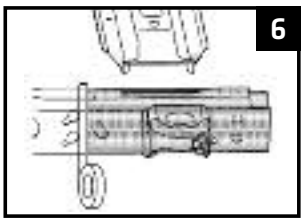


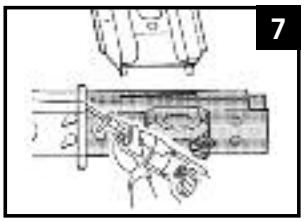


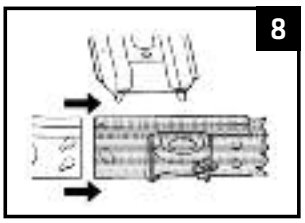












Installation Procedure

1 Grind the existing frame rail sectioning location to a 45 degree angle, as shown.

2 Prepare all of the attaching surfaces as necessary.

3 Position the service frame section to the existing frame and clamp in place.

Note: *Inspect the frame measurements three-dimensionally to ensure proper position of the service frame prior to welding.*

4 Continuous-weld the sectioning location completely around the rail.

5 Lower and clamp the rear cross-member in place.

Note: *Inspect the frame measurements three-dimensionally to ensure the proper position of the rear cross-member.*

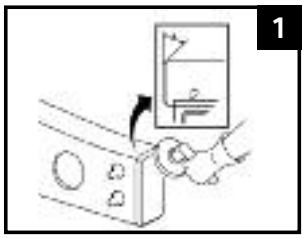
6 Continuous-weld the cross-member to the frame rail.

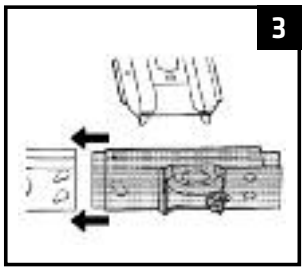
7 Clean and prepare all of the welded surfaces.

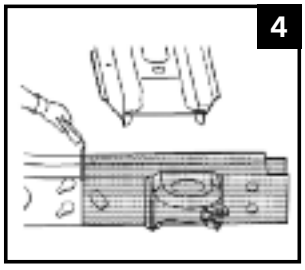
8 Apply the sealers and anti-corrosion materials to the repair area, as necessary. Refer to *Anti-Corrosion Treatment and Repair.*

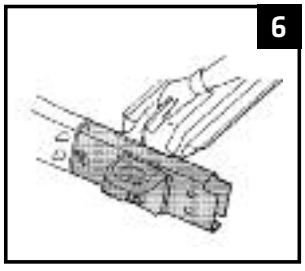
9 Install all of the related panels and components.

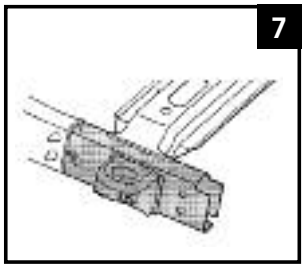
10 Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection.*











WE'VE GOT ALL THE PARTS YOU NEED!

If you're doing a collision repair procedure, remember that we've got all of the related parts you need – adhesives, windshields, chassis and suspension parts, cooling system parts – whatever you need to complete the job right, the first time.

Restorer, Suppliers Rally to Beat The Clock on ’70 Chevelle SS Show Car Project

In 30 years of operating a custom hot rod and restoration business, Bob Janda has seen it all. Unusual requests, innovative applications and some pretty unrealistic deadlines. In March, he got all of that at the same time.

Janda’s shop, Frame-Up Wheel Works, in Waukegan, Ill., had the honor – and the distinct challenge – of shepherding the resources needed to quickly outfit a show car with one of GM Performance Parts’ revolutionary new E-ROD, emissions-compliant crate engines.

In less than three weeks, Janda had located a car, rounded up the necessary parts and marshaled the labor to do a job that might typically take three months. But at the end of the day, he had a glistening 1970 Chevrolet Chevelle outfitted with a ground-breaking “green” high-performance engine to show for his efforts.

And show it he did. The car, owned by Chuck Barnes, owner of Nostalgic Auto Body, in nearby Arlington Heights, Ill., made its date with the GM Performance Parts booth at the 13th Annual Hot Rod & Restoration Trade Show in Indianapolis.

“Timing was the big thing on the project,” he says. “Three weeks was a killer because I had just lost a guy and I was worried about getting all the parts we needed fast enough. But my employees came through and I was able to call in some favors from suppliers to get it done.”

The E-ROD engine, a 6.2L LS3 rated at 430 hp, was the least of his challenges. It came from Gandrud Chevrolet, Janda’s longtime GM Performance Parts supplier, in Green Bay, Wisc. The dealer’s Chris Slack had approached Janda about doing the E-ROD job in time for the Indianapolis showing. Provided he could quickly find a car, Slack said Gandrud would supply the engine.

Within a day of lining up the car, a half-done project that had been languishing in Barnes’ shop, Janda had the E-ROD engine. Over the next several days he contacted parts suppliers, but feared order backlogs would be a problem. Instead, they rallied to the cause, expediting the shipment of some $40,000 worth of parts that would be needed to complete the project.

While the project was a push to complete, Janda says it wasn't due to technical problems related to the engine. It installed smoothly, requiring only minor work-arounds. The cross stock member had to be notched and reboxed for adequate oil pan clearance, motor mounts had to be tweaked and the transmission tunnel had to be refashioned for a new 5-speed manual transmission. "It was a mostly plug-and-play installation without a lot of fabrication needed," he says. "Once we got it completed it started right up and ran smoothly."

With the dealership graciously including the engine, he paid for the parts and Frame-Up's labor, but handled the E-ROD mint-green paint job himself.

With a package that includes a Keisler Engineering five-speed with a hydraulic clutch and drive shaft shifter, Detroit Speed rear suspension, Global West suspension control arms, Rock Valley stainless steel gas tank with an LS-style pump, an AutoRAD custom-built radiator, and a Vintage Air AC Climate System, the Chevelle is a standout example of what can be done with GM's new E-ROD engine.

For more pictures and information on the three week rebirth of the '70 Chevelle SS, go to **frameupwheelworks.smugmug.com/Projects/Chuck-Barnes-E-Rod-1970.**

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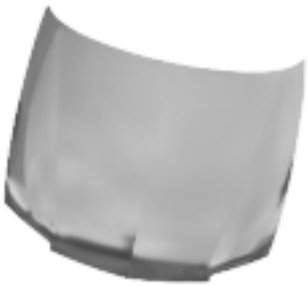
Genuine GM
Hoods



Genuine GM Hoods are designed and engineered for quick, trouble-free installation and showroom looks.
- Manufactured to GM specifications using original equipment tooling
- All materials meet GM Original Equipment specifications

OE PARTS = TIME SAVINGS

OE Parts will save time on installation and they help you help your customer!

CONTACT YOUR GM DEALER

Genuine GM | Parts

We're one stop. For your shop. Genuine GM Parts. Plus all the associated parts you need.

CLIP AND PLACE BY YOUR TELEPHONE

Give us a call for Genuine GM Parts and associated repair parts. All at one convenient location.

Contact your local GM Dealer for all of your Collision Parts needs.

Genuine GM | Parts

GM Parts Fast-Cash Rebates

Earn up to $40 Fast-Cash Rebates when you convert select aftermarket parts to Genuine GM Parts.
For details and to apply for a rebate, go to:
www.gmpartsfastcash.com
- Program ends June 30, 2010

Put Cash in Your Pocket!

Bumpers, Fascia, Hoods, Head & Tail Lamp Assemblies + Some Structural Parts Covered

CONTACT YOUR GM DEALER